



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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| In re the Application of: |) | Confirmation No. 1577 |
| |) | |
| Michael P. LILLY |) | Group Art Unit: 3623 |
| |) | |
| Serial No.: 09/690,566 |) | Examiner: M. Irshadullah |
| |) | |
| Filed: Oct. 17, 2000 |) | Atty. Dkt. No.: 119645.00102 |
| |) | |

For: SYSTEM AND METHOD FOR DETERMINING AND REDUCING
CUSTOMER SERVICE IMPACT

PRELIMINARY AMENDMENT

November 21, 2005

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Office Action dated June 21, 2004, kindly amend the above-identified patent application as follows:

Listing of Claims begin on page 2 of this paper.

Remarks/Arguments begin on page 10 of this paper.